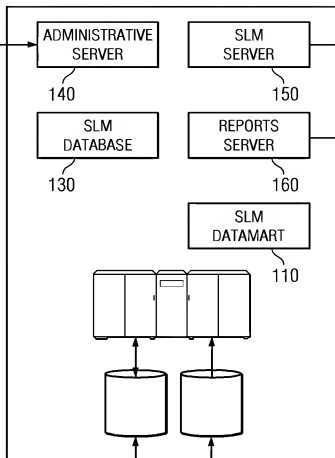
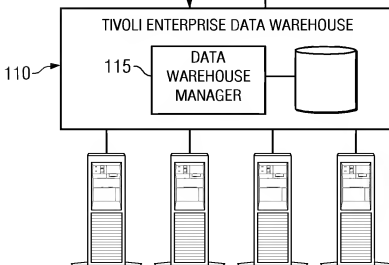


CREATE/CHANGE  
SERVICE OFFERINGS  
AND CUSTOMER  
ORDERSVIOLATION/  
TREND  
NOTIFICATION

REPORTS

**FIG. 1**  
(BACKGROUND ART)

